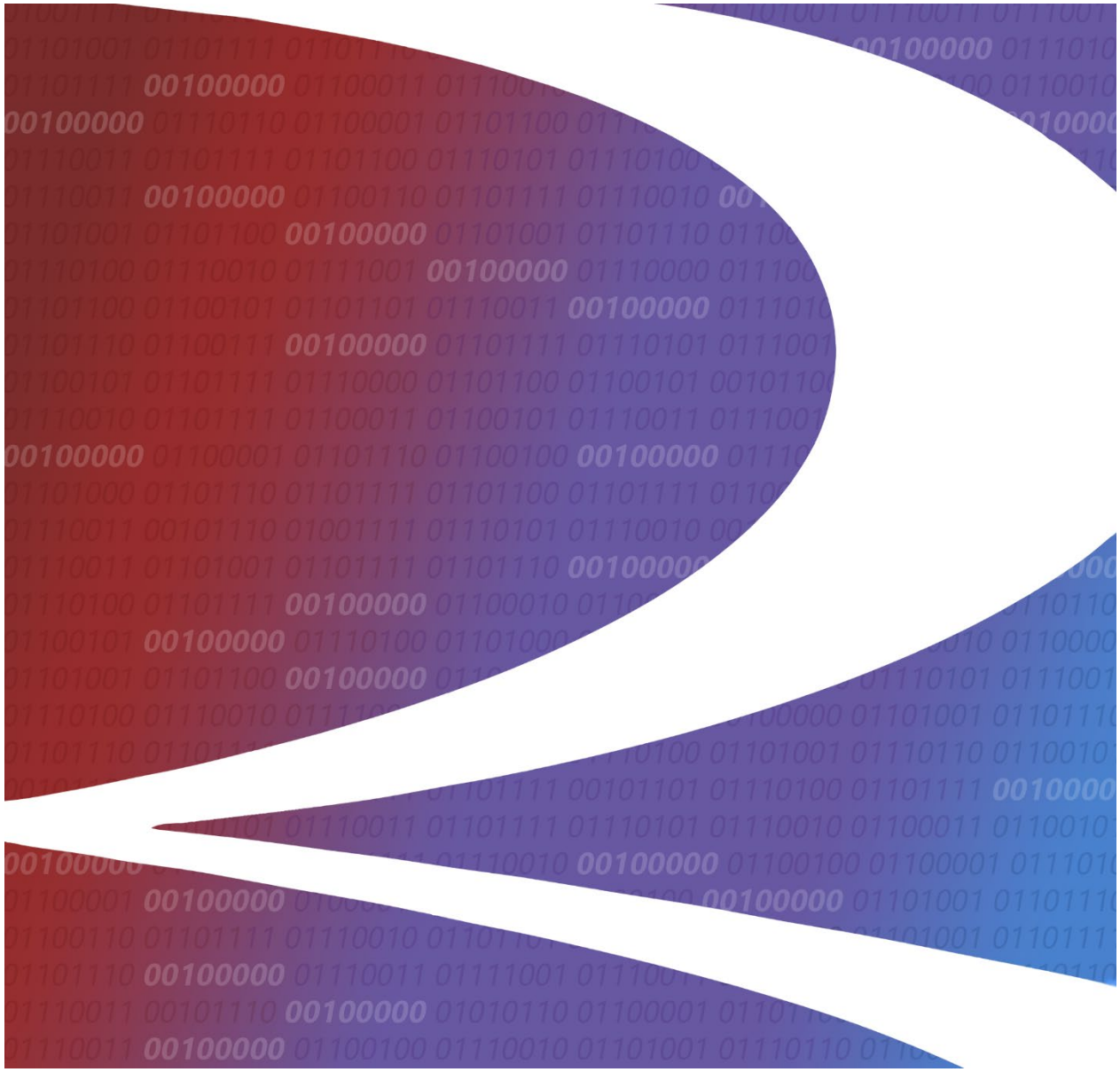


MD-502 Reports User Guide

© 2026 Railinc. All Rights Reserved.

Last Updated: September 2026

Legal Disclaimer: Any actions taken in reliance on or pursuant to this document are subject to Railinc's Terms of Use, as set forth in https://public.railinc.com/terms-use, and all AAR rules.

Table of Contents

Overview **1**
MD-502 Report 1
Accessing the Railinc Customer Success Center **1**
Getting Started **2**
Register to Use Railinc SSO 2
Requesting MD Reports Access 2
MD-502 User Roles 2
Logging In 4
MD Reports Menu 4
Logging Out 4
MD-502 Report **5**
Submit MD-502 Reports 5
Search Reports 9
Edit MD-502 Reports 11
Review Drafts 13
Delete MD-502 Reports 13
Manage Trademarks 15
Manage Reconditioners 17

Exhibits

Exhibit 1. MD-502 Reports Applicable Permissions 2
Exhibit 2. MD-502 Menu 4
Exhibit 3. Submit MD-502 Defect Report 6
Exhibit 4. MD-502 Attachment 9
Exhibit 5. MD-502 Successful Submission 9
Exhibit 6. MD-502 Search Reports 10
Exhibit 7. Search Results 10
Exhibit 8. Carousel View of Attachments 11
Exhibit 9. MD-502 View Button Panel 11
Exhibit 10. MD-502 Update Button Panel 12
Exhibit 11. Update Successful Submission 12
Exhibit 12. View Drafts 13
Exhibit 13. Draft Edit Button Panel 13
Exhibit 14. MD-502 Delete Confirmation 14
Exhibit 15. Delete Success Message 14
Exhibit 16. Trademark Manager (Editor View) 15
Exhibit 17. Trademark Submitted Successfully 16
Exhibit 18. Update Trademark (Editor View) 16
Exhibit 19. Add Recondition Stamp (Editor View) 17
Exhibit 20. Stamp Submitted Successfully 18
Exhibit 21. Update Reconditioner Stamp (Editor View) 18

Overview

MD-502 Report

MD-502 Reports are submitted to Railinc for analysis with the goal of reducing coupler related mechanical service interruptions (derailments and other line of road failures) and increasing yard and shop efficiency.

The MD-502 Report must be submitted to Railinc within 15 days of coupler removal for each broken coupler removed for Why Made Code 02 and 1J, and for each cracked coupler for Why Made Codes 41, 79, 82, 86, 87, 88, report rotary couplers of type "F".

Rules 16, 17 and 18 in the *Field Manual of AAR Interchange Rules* establish the minimum mechanical requirements for removing broken and defective couplers. Refer to Rules 16, 17 and 18 in the *Field Manual of the AAR Interchange Rules* for more information.

Mechanical Defects for couplers are overseen by the AAR's Coupling System and Truck Casting Committee (CSTCC). For MD-502 related comments or questions, send an email to castings@aar.com. If you have questions about completing Form MD-502, send an email to castings@aar.com. If you experience any technical difficulties, call Railinc at 1-877-724-5462 or email the Customer Success Center.

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

MD Reports is accessed using the Railinc Single Sign-On (SSO), which is accessed from the Railinc portal at https://public.railinc.com. The SSO Login is located at the upper right of the screen.

Register to Use Railinc SSO

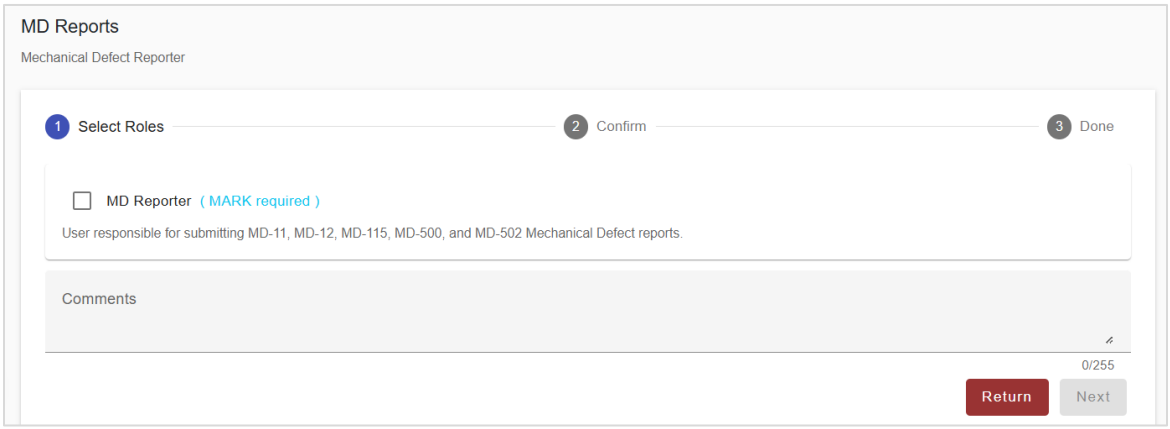
For access to MD Reports and other Railinc applications, register to use Railinc Single Sign-On. Refer to the *Railinc Single Sign-On/Launch Pad User Guide* for information about the use of Railinc Single Sign-On.

Once SSO registration is complete, you request access to MD Reports within SSO.

Requesting MD Reports Access

After you receive authorization to use Railinc SSO, you must request general access to MD Reports by following instructions in the *Railinc Single Sign-On/Launch Pad User Guide*. To access MD Reports, select one or more of the available roles. Your level of access to the MD Reports is determined when you request access through Railinc Single Sign-On. Exhibit 1 shows a complete list of available roles as seen in SSO.

Exhibit 1. MD-502 Reports Applicable Permissions



MD-502 User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface. The following user roles can be assigned to users of MD-502 Reports, with the subsequently listed functions:

MD Reporter – User can submit MD-502 forms on behalf of a company (reporter mark). This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports
- View Reports

- Edit Reports
- Upload Images to Reports
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

MD Reviewer – User can view and edit MD-502 reports belonging to his/her company (reporter mark).

- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

MD CSTCC Editor – User (MxV) can edit all submitted MD-502 reports.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

MD CSTCC Viewer – User (CSTCC members) can view all submitted MD-502 reports.

- Search Reports
- View Reports

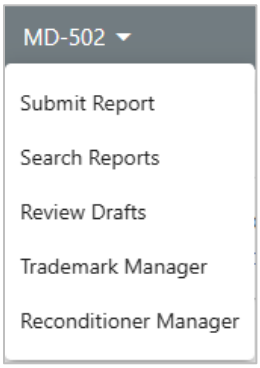
Logging In

To log into the MD Reports:

1. Open your internet browser and enter https://public.railinc.com to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In **My Applications**, select **MD Reports**.
5. The MD Reports Home page is displayed. The menu items available differ depending on your role. Exhibit 2 shows the menu items that support MD Reports functionality.

MD Reports Menu

Exhibit 2. MD-502 Menu



Logging Out

Select the **Sign Out** link in the upper right corner to end a MD Reports session. You are returned to the SSO Login Page.

MD-502 Report

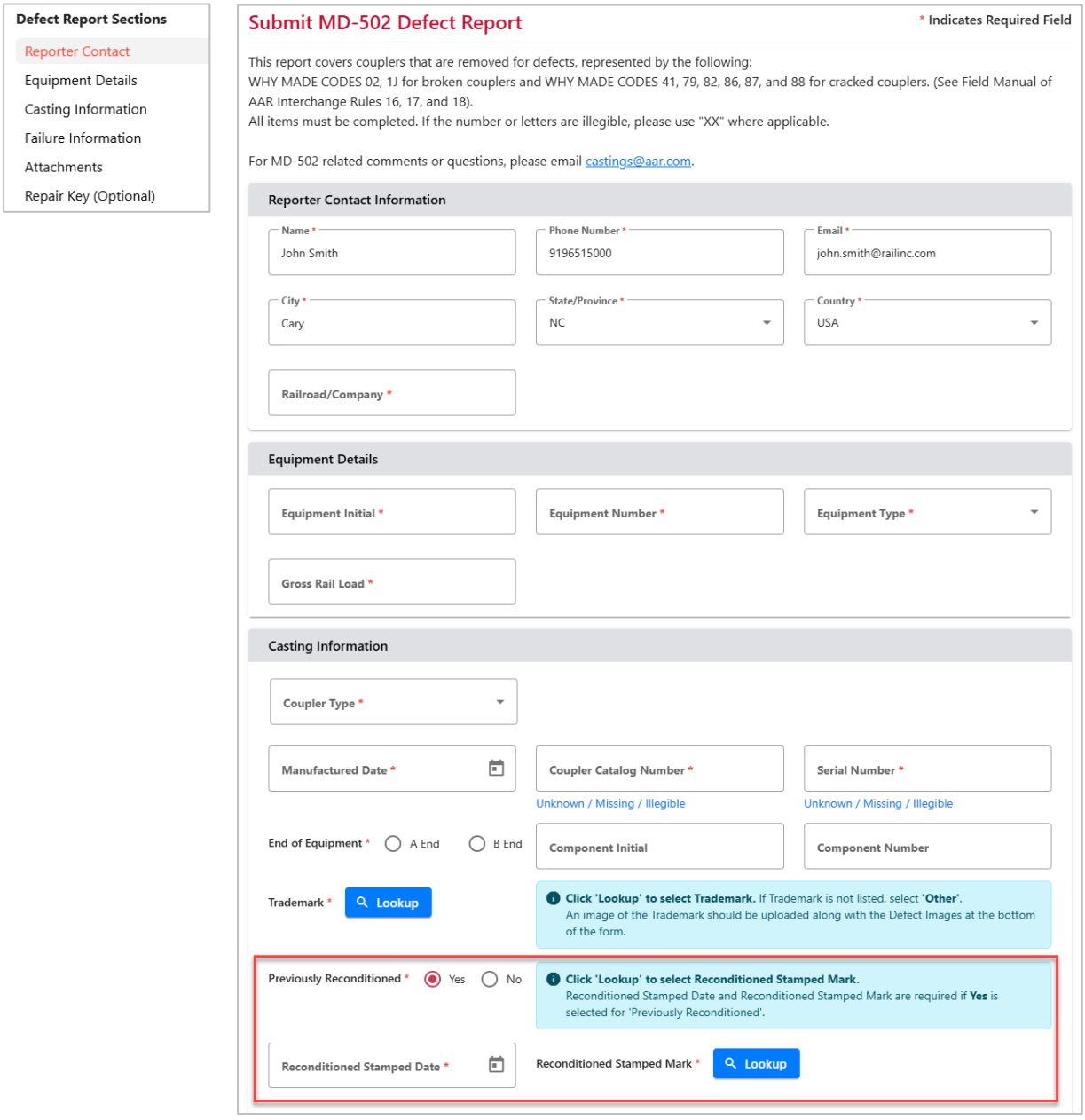
Submit MD-502 Reports

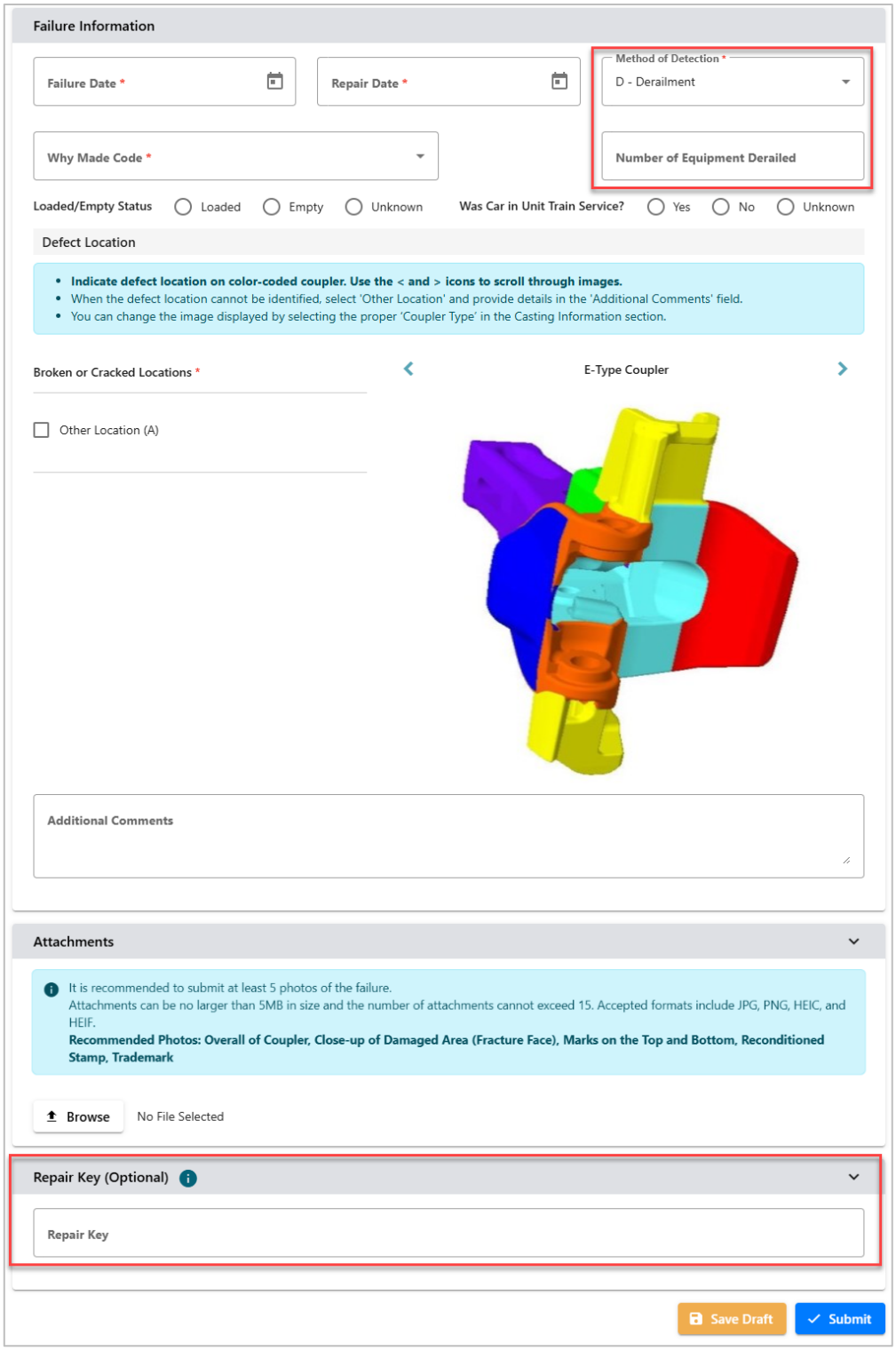
You must be assigned to the MD Reporter role to submit MD-502 Reports.

Use the following procedure to complete Form MD-502:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502** > **Submit Report**. The Submit MD-502 Report page is displayed.

Exhibit 3. Submit MD-502 Defect Report

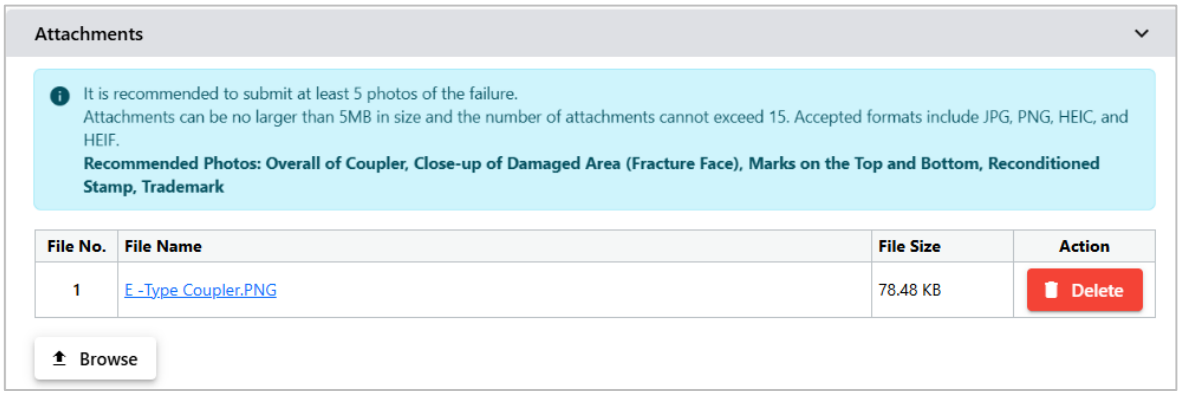




3. Complete all required fields (marked with a red asterisk). See the *MD-502 Specification Document* for details about expected field values.

4. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile.
5. For users with one Mark/Company ID, the **Railroad/Company** field is prepopulated with your Mark/Company ID. For users with more than one Mark/Company ID, select one from the drop-down list. This field is required to proceed.
6. Enter the **Equipment Details**: When the Equipment Initial and Equipment Number are found in Umler, the **Equipment Type** and **Gross Rail Load** are automatically populated. If the car is not found, enter these fields.
7. In the **Casting Information** section, if the **Coupler Catalog Number** is missing, enter "Piece Missing" in the field or select the **Unknown/Missing/Illegible** link.
8. The **Serial Number** must be up to 6 characters. If the Serial Number is missing, enter "XXXXXX" or select the **Unknown/Missing/Illegible** link.
9. Select the **Lookup** button to choose a **Trademark** from the list. Select **Other** from the list if the trademark is not represented.
10. When **Previously Reconditioned** is **Yes**, the **Reconditioned Stamped Date** and **Mark** fields are required. When the **Reconditioned Stamped Date** month and/or year is unknown, then select **XX** for month and **XXXX** for the year from the drop-down list. Select the **Lookup** button to choose a **Reconditioned Stamped Mark** from the list. Select **Other** from the list if the stamp is not represented.
11. In the **Failure Information** section, selecting **02 - Broken** for the **Why Made Code** means a complete separation of parts. Select the **Why Made Code** and **Method of Detection**. When **Derailment** is selected, enter the **Number of Equipment Derailed**.
12. Enter **Failure** and **Repair Dates**.The **Repair Date** must be after the **Failure Date** and **Reconditioned Date.**
13. Click through the **Broken or Cracked Locations** and select the color-coded area of the image that best represents the broken or cracked location on the coupler. If cracked, enter the length of the crack in inches (e.g., .5). If the broken or cracked area is not represented by any of the colors, choose **Other Location** and enter the location in the **Additional Comments** field, along with comments for the any other information in the form that you want to provide.
14. To add attachments, select **Browse** in the **Attachments** section. It is recommended that you add at least 5 pictures of the failure. Recommended pictures are the overall coupler, damaged area, marks on the bottom, reconditioned stamp and trademark image. Attach up to 15 images.
    a. Attach files in the following formats: .JPG, .PNG, .HEIC, .HEIF. Each image has a 5 MB size limit.
    b. Select **Delete** to remove an attached file from the form.
    c. The recommended attachments are requested but are not required to submit Form MD-502.
15. You have the opportunity to customize a **Repair Key** for each report to help you keep track of each MD-502 coupler reported. For example, you may want to name it with your name, the equipment ID and the date. When this field is left blank, the system will auto-generate a Repair Key for you.

Exhibit 4. MD-502 Attachment



16. Save the form as draft by selecting the **Save Draft** button. The draft is kept saved for 60 days. Reporters and Editors have the ability to save, view and edit drafts that they have created. A draft can be saved without entering all the mandatory fields.
17. When you have completed the form, click **Submit**. A submission success message is displayed.

Exhibit 5. MD-502 Successful Submission

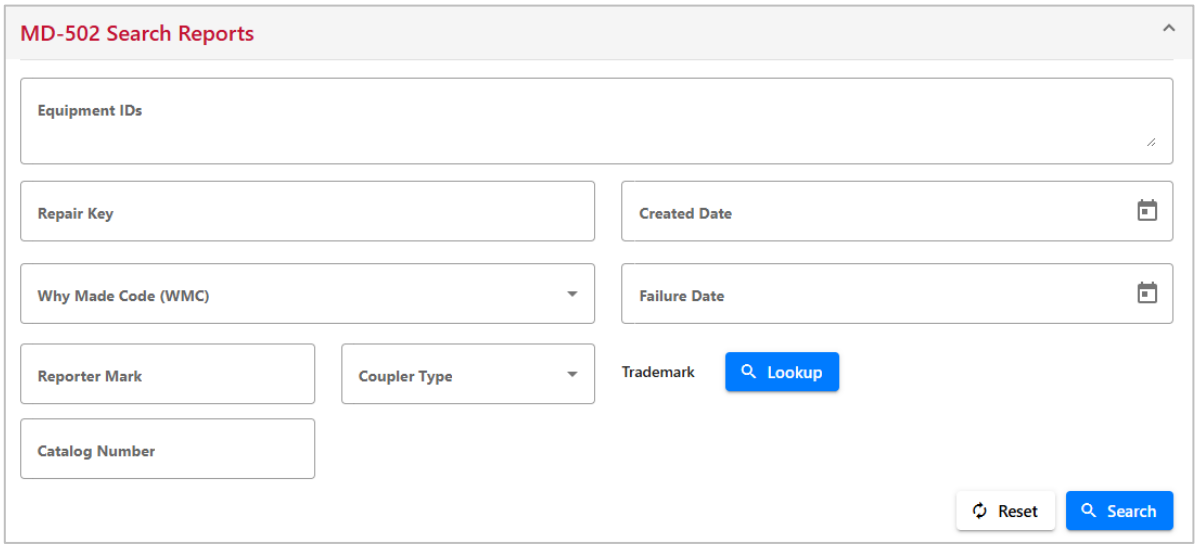
Search Reports

To search MD-502, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, MD CSTCC Editor, or MD CSTCC Viewer.

Use the following procedure to search for MD-502 Reports:

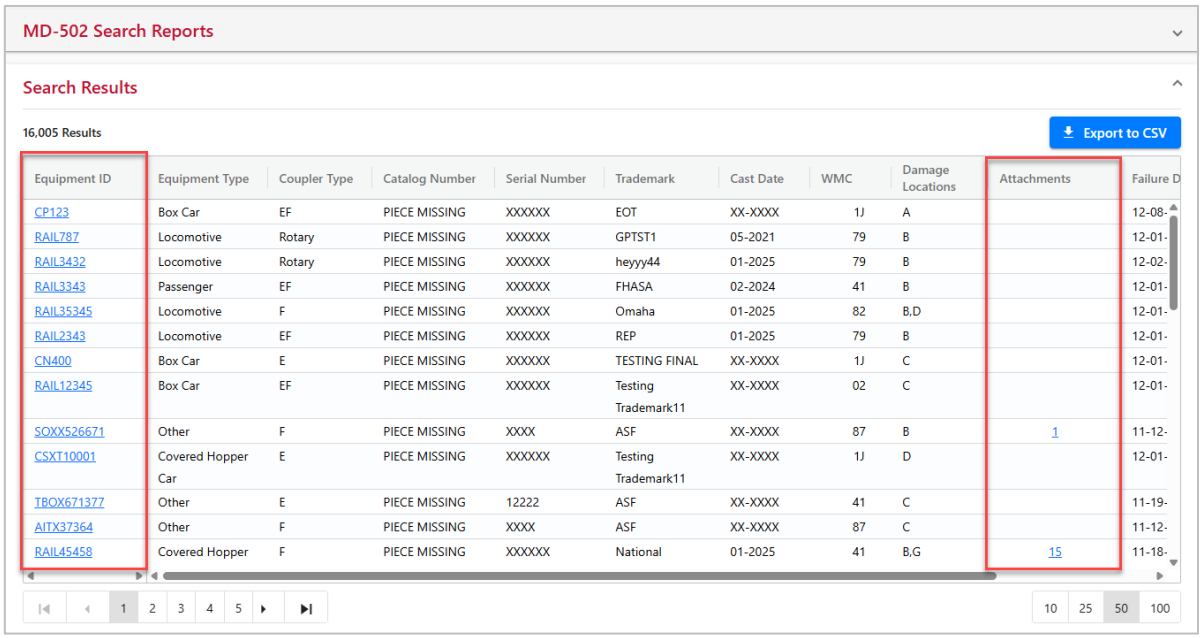
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502** > **Search Reports**. The **MD-502 Search Reports** page is displayed:

Exhibit 6. MD-502 Search Reports



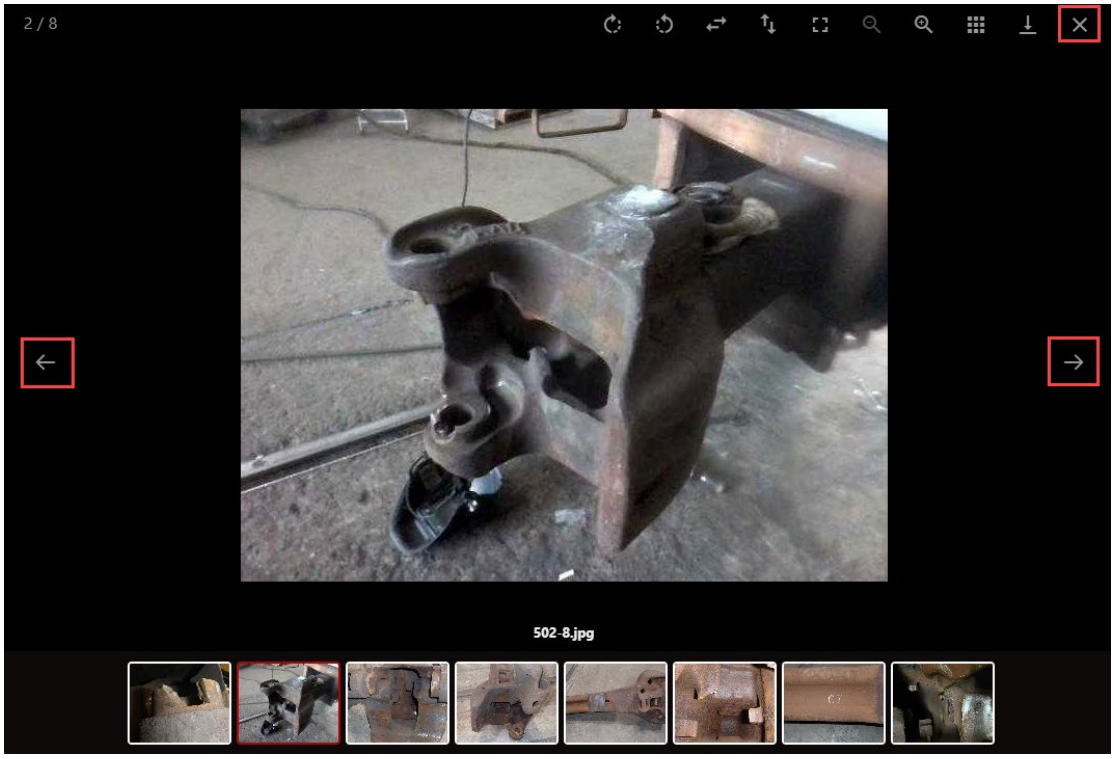
3. To search for one or more MD-502 Reports, enter any or no criteria in the fields and select **Search**.
4. A Search Results example is displayed in the image below.

Exhibit 7. Search Results



5. To view the file attachments when available, select the numbered link in the **Attachments** column for the appropriate row. The number represents the amount of attachments for the report. The attachments open in the table view. Click on an attachment to use the image carousel view (Exhibit 8). Use the X in the top right to close both views.

Exhibit 8. Carousel View of Attachments



6. To view a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Edit MD-502 Reports

To edit MD-502 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, or MD CSTCC Editor.

Use the following procedure to edit MD-502 Reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502** > **Search Reports**. Search for reports as described in Search MD-502 Reports.
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.
4. Scroll to the bottom of the report and select **Edit**.

Exhibit 9. MD-502 View Button Panel

5. The Edit MD-502 Defect Report page displays. All fields are editable except for **Repair Key** and **Created Date**.
6. Edit the necessary fields, then scroll to the bottom of the report and select **Submit**.

Exhibit 10. MD-502 Update Button Panel

7. A submission success message is displayed.

Exhibit 11. Update Successful Submission

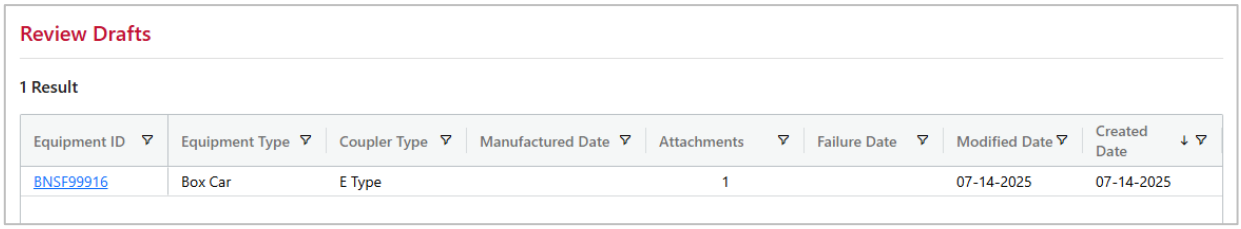
Review Drafts

To review MD-502 draft reports, you must be assigned to the MD Reporter role for the company mark.

Use the following procedure to review MD-502 draft reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502** > **Review Drafts**. Available draft reports for your company mark are listed on the **Review Drafts** page.
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Exhibit 12. View Drafts



4. Scroll to the bottom of the report and select the **Edit** button (Exhibit 9). See Edit MD-502 Reports for details.
5. Once you've made your updates, select **Save Draft** to save your draft or **Submit** to submit the report. Once the report is submitted, the **Save Draft** button is no longer available when viewing the report.

Exhibit 13. Draft Edit Button Panel

Delete MD-502 Reports

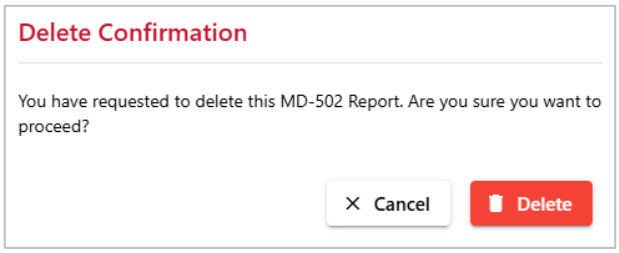
You must be assigned to the MD Reporter and/or MD CSTCC Editor roles to perform delete functions in MD-502 Reports.

Use the following procedure to delete MD-502 Reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502** > **Search Reports**. Search for reports as described in Search MD-502 Reports.
3. To delete a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.
4. Scroll to the bottom of the report and select the **Delete** button (Exhibit 9).

5. A **Delete Confirmation** pop-up box appears. Select **Delete** to delete the report, or **Cancel** to cancel.

Exhibit 14. MD-502 Delete Confirmation



6. If you select **Delete**, a confirmation pop-up box appears to indicate the report has been successfully deleted.

Exhibit 15. Delete Success Message

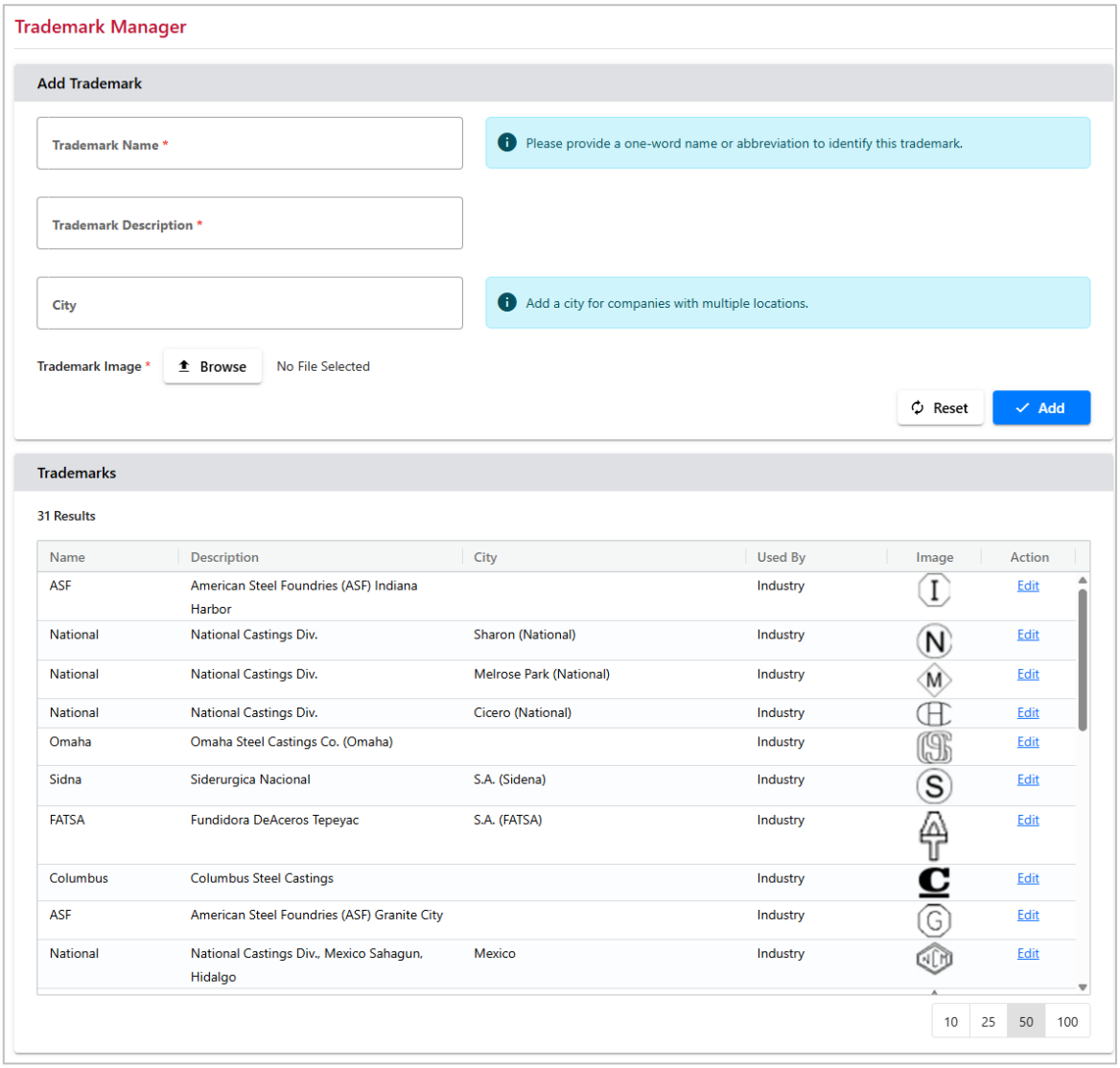
Manage Trademarks

To add or edit a trademark in MD-502 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer or MD CSTCC Editor for the company mark. These roles can add trademarks and edit their own. Reviewers can edit any trademarks for their company.

When the **Trademark** is not listed in the MD-502 form, or if an existing trademark needs to be updated, use the following procedure:

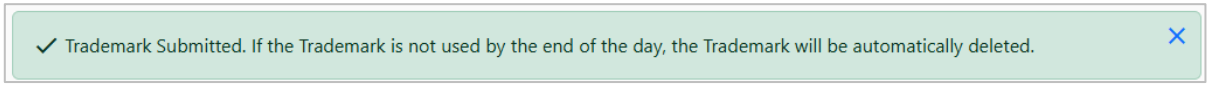
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu, select **MD-502** > **Trademark Manager**. The Trademark Manager page is displayed.

Exhibit 16. Trademark Manager (Editor View)



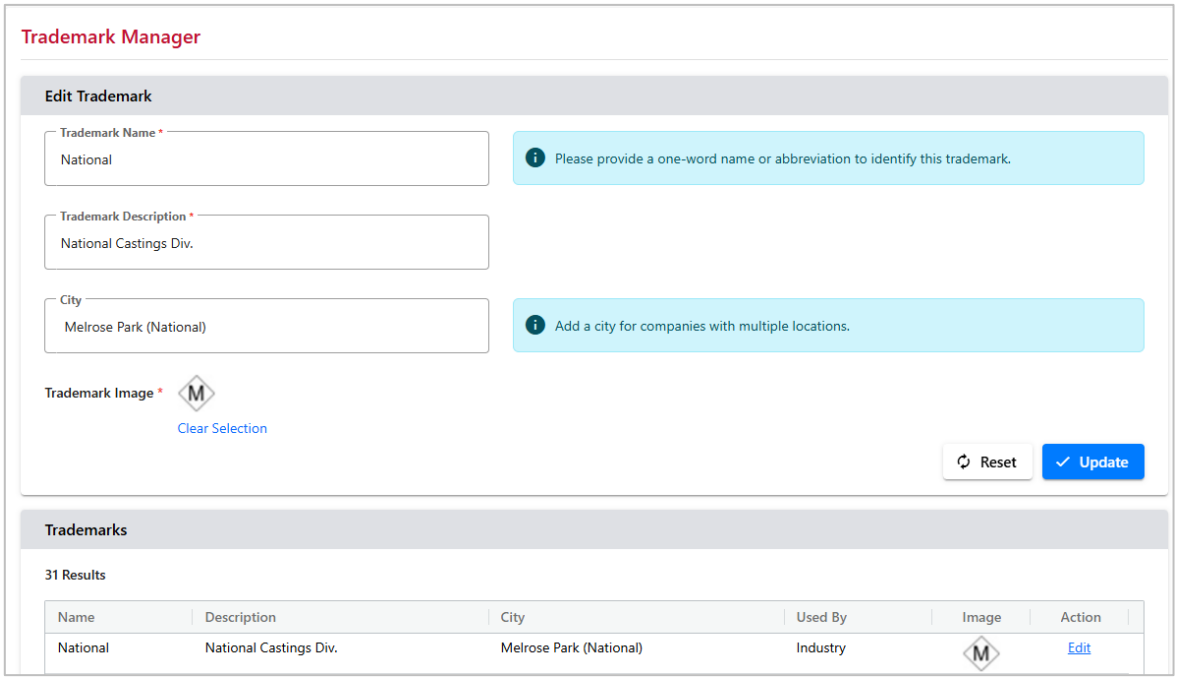
3. To add a new trademark to MD-502 (add when ready to use the same day):
    a. Enter the **Trademark Name/Description**.
    b. Enter the **Trademark Abbreviation/One Word Description**.
    c. For companies with multiple locations, enter the **City**.
    d. Select **Browse** to upload the **Image of Trademark**. Find and select the image on your computer.
    e. Select **Submit Trademark**. The Trademark Submitted message appears. If the trademark is not used by the end of the day, it will be automatically deleted.

Exhibit 17. Trademark Submitted Successfully



4. To edit a trademark that exists in MD-502:
    a. Select the **Edit** button to open and update the trademark.
    b. Make your updates and select **Update** to save your changes. The Trademark Submitted message appears. MD-502 reports that use the trademark will be automatically updated.
    c. Select **Reset** to clear form and messages.

Exhibit 18. Update Trademark (Editor View)



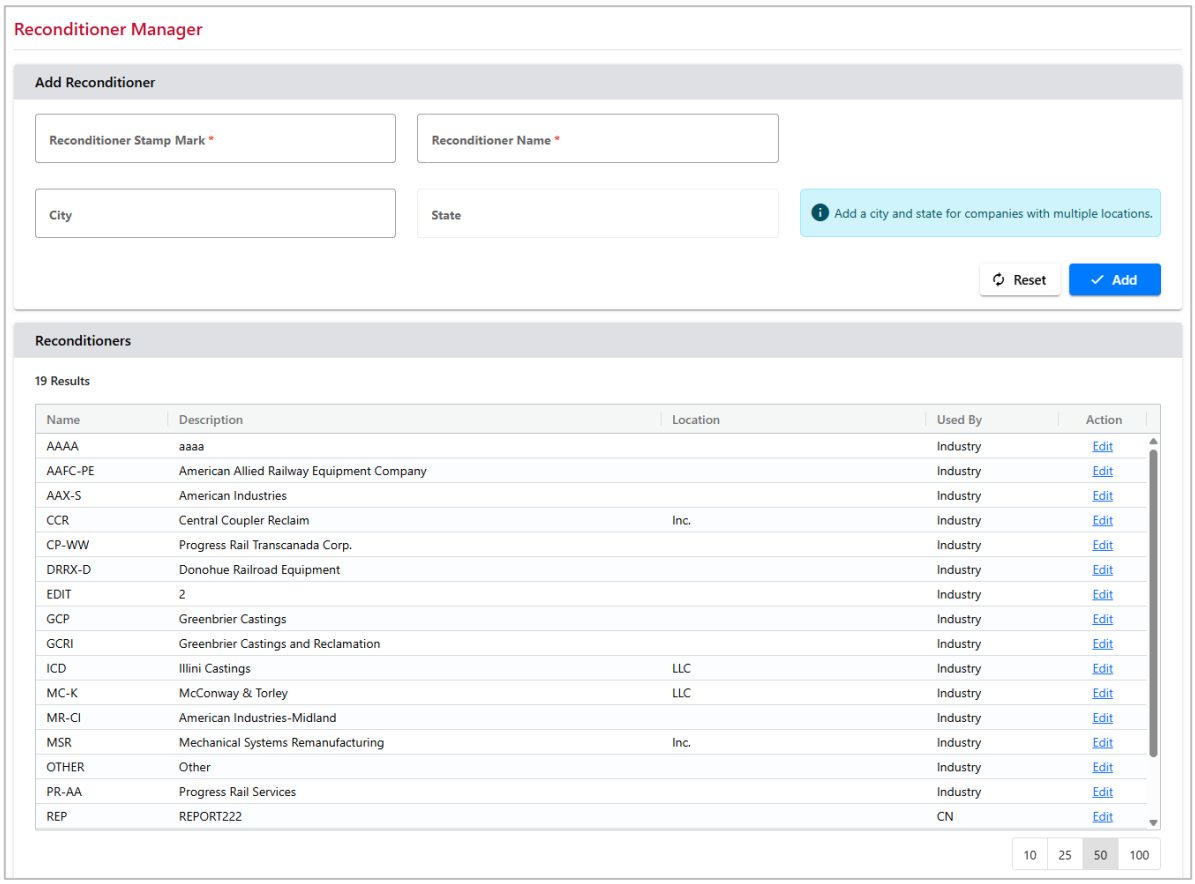
Manage Reconditioners

To add or edit a reconditioner stamp in MD-502 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, or MD CSTCC Editor for the company mark. These roles can add stamps and edit their own. Reviewers can edit any stamps for their company.

When the **Reconditioner Stamp** is not listed in the MD-502 form, or if an existing stamp needs to be updated, use the following procedure:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu, select. From the menu, select **MD-502** > **Reconditioner Manager**. The Reconditioner Manage page is displayed.

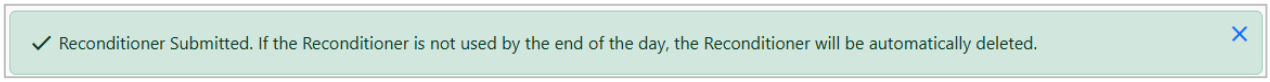
Exhibit 19. Add Recondition Stamp (Editor View)



3. To add a new reconditioner stamp to MD-502 (add when ready to use the same day):
    a. Enter the **Recondition Stamp Mark**.
    b. Enter the **Reconditioner Name**.
    c. For companies with multiple locations, enter the **City** and **State**.

d. Select **Add**. The Reconditioner Submitted message appears. If the reconditioner is not used by the end of the day, it will be automatically deleted.

Exhibit 20. Stamp Submitted Successfully



4. To edit a reconditioner stamp that exists in MD-502:
   a. Select the **Edit** button to open and update the reconditioner.
   b. Make your updates and select **Update** to save your changes. The Reconditioner Submitted message appears. MD-502 reports that use the reconditioner stamp will be automatically updated.
   c. Select **Reset** to clear form and messages.

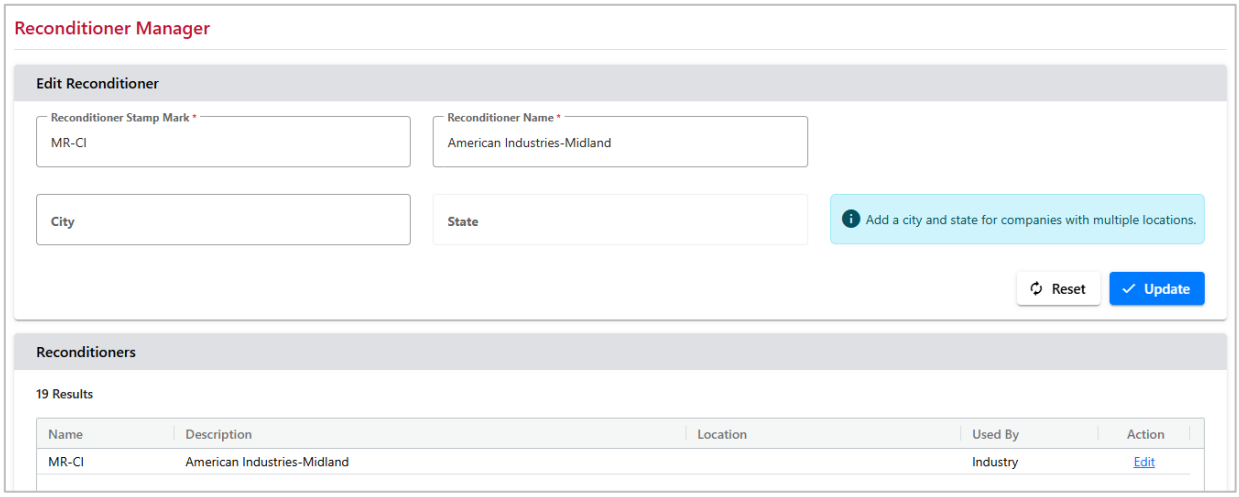



Exhibit 21. Update Reconditioner Stamp (Editor View)